University of Massachusetts at Boston
Division of Continuing Education

Five Professional Development Seminars

Providing Practical Responses to Real Situations

Effective Management Skills
June 19-21

Successful Organizational Management
July 10-12

Supervision: The Transition from Player to Coach
July 24-26

Strategic Planning
August 16-18

Effective Writing Skills for Managers
August 28-29

Professional Development Training

through the Division of Continuing Education at the University of Massachusetts at Boston

UMass/Boston's Division of Continuing Education makes the University's resources available to a wider audience than that which is normally served by its undergraduate and graduate programs. The professional development courses described in this flyer are designed to provide managers or prospective managers with the tools to increase their efficiency, effectiveness, and productivity. Our presenters are faculty from the University's College of Management who have years of problem solving experience in business and industry and other specialists selected by the University for their acknowledged expertise in particular areas. Each is prepared to offer new insights and new information to help participants further their careers.

The Summer 1989 Schedule of Courses

Effective Management Skills

This seminar will improve first level managers' operating capabilities within the context of contemporary management. Simulations are used to introduce and refine managerial skills for effective planning, organizing, leading, delegating, motivating, and controlling employees.

June 19-21, MTuW 9:00am-4:00pm, Mr. Boroschek, Course fee: $365

Successful Organizational Management

Management science has produced a variety of theories designed to enhance organizational effectiveness. Yet recent studies indicate that many popular management practices yield no significant results in organizational performance. As organizations enter the nineties and prepare for the twenty-first century, their managers are faced with as many questions as answers.

One simple answer is that an organization is only as effective as are the people working within it. The degree to which managers can effectively focus employees on organizational mission and goals and motivate them toward these goals will be the real measure of successful managing.

This seminar will help managers assess the organizational environment and its impact on organizational productivity; ensure employee/organizational agreement on goals and mission; understand ten key hands-on techniques for improving employee motivation, morale, and effectiveness; design and implement human resource systems which motivate employees.

July 10-12, MTuW 9:00am-4:00pm, Mr. Tierney, Course fee: $365

Supervision: The Transition from Player to Coach

Arguably, the most difficult transition in the work place is from worker to supervisor. The most consistent cause of failure among new supervisors is inability to adjust their thinking and instincts from the perspective of a player to that of a coach.

This seminar for new or prospective supervisors will significantly improve their effectiveness as supervisors by: 1) improving their ability to approach the work situation from the perspective of a coach rather than a player, and 2) providing the primary skills of supervising.

The primary skill areas addressed in this workshop are: assigning tasks; delegating; communicating expectations, monitoring performance; coaching, counseling; and providing feedback. Within each of these topics, the participant will examine the differences between "doing the work" and "getting work done through others," and the implications of making the transition from the former mode of action to the latter.

July 24-26, MTuW 9:00am-4:00pm, Mr. Carnegie, Course fee: $365

Strategic Planning

This course takes managers through the strategic planning process. It focuses on the need for goal-setting, fiscal planning, and evaluating the nature of competition, and the requisite responses to competitive strategies. Lecturing will be kept to a minimum. Following an introduction to the basic concepts of strategic planning and management, participants will work in small groups to practice using strategic planning and management tools. Participants will leave this seminar with the tools to implement strategic planning concepts on the job.

August 16-18, WThF 9:00am-4:00pm, Mr. Murphy and Mr. Weinstein, Course fee: $365

Effective Writing Skills for Managers

This course refines the writing skills that apply in management. Sessions will cover the development and improvement of memos, letters and reports Participants will develop the skills necessary to produce clear written reports dealing with complex information and analysis. Sessions will emphasize the process of deciding, writing, and revising.

August 28-29, MTu 9:00am-4:00pm, Mr. Schlesinger, Course fee: $260

Faculty

Gunther Boroschek, PhD, is a professor of management in UMass/Boston's College of Management Mr. Boroschek is also active as a senior consultant for major multinational corporations, primarily in topics relating to the implementation of management and organization systems.

Robert A. Carnegie, MBA, has over seventeen years' experience in personnel management training and development, and has, since 1985, been a faculty member at the U S. Federal Government Graduate School in Washington. D.C. He has provided training for a number of federal and local government agencies and has taught at both the undergraduate and graduate level.

William J. Murphy, PhD, is an assistant professor of management in UMass Boston's College of Management He was previously an antitrust trial attorney for the Federal Trade Commission in Washington D.C. His specialty is cooperative ventures.

Mark Schlesinger, PhD, is associate dean for academic affairs in UMass Boston's College of Management He is also an associate professor in the College's Department of Analysis and Communication which he co-founded in 1977. His area of expertise is the teaching of writing within the context of problem-solving and decision-making.

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Steven Tierney, EdD, is the director of human resources for the Massachusetts Office of the State Auditor. Mr. Tierney has served on a variety of non-profit boards of directors and is an active consultant on organizational effectiveness and management development

Arnold K. Weinstein, PhD, is the dean of UMass Boston's College of Management and Director of Graduate Studies in Boston Mr. Weinstein was manager of the Management Development Unit of Arthur D Little Inc He has held teaching positions at Boston College, IMEDE Management Development Institute in Lausanne Switzerland, the University of Western Ontario in London, Ontario and the University of New South Wales in Sydney, Australia. He is an active author, having published a large number of professional articles in addition to two books.

General Information

Location – All courses will meet in the Division of Continuing Education's Professional Training Program Conference Center at UMass Boston's Downtown Center. The Downtown Center is located at the corner of Arlington and Stuart Streets in Boston's Park Plaza. The Downtown Center is accessible by public transportation and private parking is available at several nearby garages.

Course Fee – The fee for each course includes instruction and course materials, coffee, and refreshments So that program expenses can be kept to a minimum, lunch is not provided. Lunch is available in the Downtown Center cafeteria or at a variety of cafes restaurants, and fast food outlets within walking distance of the Downtown Center.

Refund Policy – The Division of Continuing Education will issue a refund if a written refund request is received at least one week prior to the start of the course Refunds for non-attendance will not be given without this prior written notification. There is no charge if you wish to send a substitute.

Hotel Accommodations – The Quality Inn Downtown Boston offers a special $74 rate for participants in UMass Boston professional training programs. The Quality Inn is located at 275 Tremont Street, in the heart of Boston's theater district, just two blocks from UMass Boston's Downtown Center. The special rate is based on availability and it is advisable to make reservations early. Contact the Quality Inn directly at (617) 426-1400.

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On-Site Presentation – Any of the training programs described in this flyer can be conducted at your office or any other location you choose. On-site presentations can be tailored to meet your organization's specific needs and often result in significant cost savings. The Division of Continuing Education will also work with your organization to assess your needs and develop responsive programming. To find out more about how the Division of Continuing Education can help your organization, please contact Jack Hughes at the address and telephone number listed below.

Additional Information – For more information about courses described in this flyer or other professional training opportunities offered by UMass/Boston's Division of Continuing Education, please contact: Jack Hughes, Director of Professional Training Programs, Division of Continuing Education, University of Massachusetts at Boston, Harbor Campus, Boston, MA 02125. Telephone (617) 929-7900. FAX (617) 265-7173.

All information in this flyer is subject to change. This flyer is neither a contract nor an offer to make a contract.

Registration Form

Name _____

Address _____

City _____ State _____ Zip _____

Your Title And Organization _____

Daytime Telephone Number _____

Social Security Number _____

I wish to enroll in the courses indicated on this form.

Please send me information about future professional development programs.

Effective Management Skills	$365
Successful Organizational Management	$365
Supervision: The Transition from Player to Coach	$365
Strategic Planning	$260
Effective Writing Skills for Managers	$260
Total Course Fees	$___
Late fee (if applicable)	25
Total payment enclosed	$___

Method of Payment:

Check (payable to UMass/Boston)

MasterCard VISA Mastercard VISA No. _____ Exp. Date _____

Cardholder's Name _____ Cardholder's Signature _____

Bill organization* P.O. No. _____ Authorized Signature _____

Paying organization's name and address _____

*Registration cannot be confirmed until document is received.

Return this form with payment to:

Janice Kinahan
University of Massachusetts at Boston
Division of Continuing Education Dept NC
Harbor Campus
Boston, MA 02125-3393
FAX: (617) 265-7173

Please photocopy this registration form as needed.

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